

CHAPTER: IV APPLICATION	SECTION: 16 NARRATIVE	COMAR: 07.03.03.04
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REQUIREMENTS

- A. Complete a narrative each time a case is touched
 1. The screener begins the narrative during the screening process
 2. The case manager continues it at:
 - Application interview
 - Case decision determination
 - Recertification
 - Interim change
 - Telephone calls or other contacts

- B. Use the “ADDR” screen for all narrative entered on CARES

Note: Narrative entered behind each screen is not permanent

- C. Enter the head of household client ID number and name at the top of each page of narrative
- D. The narrative format requires the:
 1. Date of the narrative
 2. Full last name and first name initial of the individual entering the narrative
 3. Entries in paragraph format
 - Give facts, not personal opinions
 4. Title of the last paragraph = “DECISION/ACTION TAKEN”
 - Contains a detailed explanation of the eligibility decision
 - Is essential for active, denied, and closed cases
 - Specifies decisions/actions separately for TCA, Food Stamps and Medical Assistance

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TYPING/TECHNICAL REQUIREMENTS

- A. Begin typing the narrative one space from the margin
 1. The space is the delete field
 2. To delete the narrative, enter "D" in that field and press "enter"
- B. Leave a space between each narrative entry
- C. The narrative program does not have "spell-check" or wrap-around line breaks
 - Hyphenate or tab down to the next line
- D. Commit the narrative by pressing "Enter" while in the Narrative screen
 1. All narratives are lost if not committed
 2. Narration does not go to the Scratch Pad Area (SPA)

TIPS FOR NARRATIVE WRITING

- A. Be clear and concise
- B. Use common abbreviations
- C. Name the source of unearned income
- D. State which individuals are requesting assistance
 1. When adding or removing an individual, be clear as to who is in and who is out of the unit
 2. When the Food Stamp or MA unit is not the same as the TCA unit, clearly state the differences and who is in each unit
- E. When completing an application or recertification, include the:
 1. Date
 2. Period of eligibility
 3. Reason for the decision

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- F. When correcting an error, include the:
 - 1. Reason for the error
 - 2. Verification now used
 - 3. Action taken
- G. When individuals live with others, explain the relationship of all individuals to the applicant
- H. Document telephone verification with the company name, telephone number, and name and title of the person giving the information, and what was verified
- I. Be specific about the income figures used and how they were verified before being used to calculate gross monthly income
- J. Explain the reasoning/rationale for a “prudent person” decision
- K. Above all else, PROOF READ the narrative, it can be accessed statewide

(See next page for example)

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EXAMPLE

NARRATIVE – NARR

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CLIENT ID# 515000009 / NAME: BERTHA BALTIMORE

4/20/00 R. SMITH – (TCA REDET) DURING THE INTERVIEW MS. BALTIMORE PROVIDED ALL VERIFICATION NEEDED TO COMPLETE REDET. CERTIFIED FOR TCA AND FS BENEFITS UNTIL 10/31/00. MS. BALTIMORE INDICATED MR. BALTIMORE WAS ABUSING HER. SHE STATES, “ HE SLAPS ME WHEN HE VISITS THE KIDS EVERY OTHER WEEKEND”

DECISION/ ACTION TAKEN:

4/20/00 R. SMITH – TOLD MS. BALTIMORE THAT HER REPORT OF FAMILY VIOLENCE IS CONFIDENTIAL. DHR/FIA#461 COMPLETED AND GIVEN TO MS. GATES, IN-HOUSE FAMILY VIOLENCE EXPERT, WHO WILL SEE MS. BALTIMORE TODAY.

4/22/00 R. SMITH – REC'D DOCUMENTATION FROM MS. GATES WITH A SIGNED SAFETY PLAN SIGNED BY MS. GATES AND MS, BALTIMORE. MS. GATES RECOMMENDS WAIVING WORK ACTIVITIES WHILE IN COUNSELING.

DECISION / ACTION TAKEN:

4/25/00 R. SMITH – REVIEWED CASE WITH SUPERVISOR. DETERMINED THAT GOOD CAUSE EXISTS. TIME LIMIT AND WORK REQUIREMENTS WAIVED UNTIL NEXT REDET. MS. BALTIMORE SENT NOTICE OF FINDINGS (COPY IN SECTION 4 OF FILE)

6/15/00 G. GEORGE – MS. BALTIMORE CALLED TO REPORT MOVE TO 1234 BENTLOW ST. 21255, ON 6/10. TOLD HER VERIF. DUE BY 6/25 R.SMITH OUT TODAY

DECISION/ACTION TAKEN:

6/15/00 G. GEORGE - MAILED #491 AND RENT VERIF. FORM # 1130. SET MY ALERT FOR 6/25.

6/21/00 R. SMITH – RENT FORM REC'D. UTILITIES NOW INCLUDED IN THE RENT. NO CHANGE IN HOUSEHOLD MEMBERS.

DECISION/ACTION TAKEN:

6/21/00 R. SMITH – CHANGED ADDRESS. REMOVED UTILITY COSTS. FS WILL DECREASE AND AUTO NOTICE RE FS SENT. 1130 FILED IN SECTION 4.